The Role of Health Information Technology and Medical Secretarial Services in Serving Patients in Health Facilities

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Abstract:

The study aimed to know the role assigned to both health information technology and medical secretarial services in serving patients in health facilities, what are the services provided by them in serving patients. A questionnaire was conducted via Google Drive, and distributed via the social media network (where 600 questionnaires were distributed) to residents of the city of Mecca aged (25-55 years), men and women, where 640 responses were obtained to a questionnaire via e-mail.

Keywords: the role, health information technology, medical secretarial services, serving patients, health facilities

Introduction:

Health Information Technology (HIT) is an information technology applied to the health and healthcare sectors. These practices are technical practices that support the management of health information via computerized systems and the secure exchange of health information between consumers, providers, payers, and quality monitors [1]. Based on a 2008 report on a short series of studies conducted at four sites providing ambulatory care (three US medical centers and one in the Netherlands), the use of electronic health records (EHRs) was considered the most efficient tool for improving the overall quality, safety, and effectiveness of the delivery system. Health services [2]. According to a 2006 report by the Agency for Healthcare Research and Quality, widespread and continued use of information technology in health will include: Improving the quality or effectiveness of health care. Increase health care productivity or efficiency. Prevent medical errors and increase health care accuracy and procedural validity. Reducing health care costs. Increase administrative efficiencies and healthcare work processes. Reduce paperwork and unproductive or idle work time. Extending real-time health informatics communications between healthcare professionals. Expanding access to affordable care. Organizing doctor appointments and receiving patients, organizing records related to patients and medical procedures, and preparing and submitting work reports.

Main tasks: Organizing doctor's appointments and appointments for reviewing and receiving patients. Receiving patients according to the appointment schedule, confirming their names, opening files for new patients, and organizing the admission of patients to the doctor according to appointments. Organizing patients' records and documents, maintaining their database and review appointments, reminding them of appointments to confirm their reservation, and preparing medical reports for patients according to the doctor's instructions. Recording the names of patients leaving the hospital after reviewing the approved official discharge permits, and preparing daily lists of the number of patients entering and exiting. Preparing, submitting, documenting and archiving work reports [3]. Tasks and duties the medical secretary is responsible for performing clerical duties, Answer the phone in a nice, professional and courteous manner. Join and submit pathology specimens, slides and reports. Dealing with all incoming and outgoing memos as well as purchase orders. Scheduling staff meetings, which may include reserving conference rooms, ordering food, and taking meeting minutes. Assume responsibility for distributing all correspondence from the laboratory. Operating photocopying, copying, telephone and fax machines and following up on the necessary maintenance and repair. Perform any other duties as required. Handling mail and fax. Skills: Ability to write in Word and Excel. Knowledge of using a fax machine. Proficiency in using computers, reading and writing. Ability to handle computer updates. Ability to work in a multicultural environment. Ability to speak, write and read English. communication skills. [4]

2-Material and Methods:

This study started in (the holy city of Mecca in Saudi Arabia), began writing the research and then recording the questionnaire in January 2024, and the study ended with data collection and finished in May 2024. The researcher used the descriptive analytical approach that uses a quantitative or qualitative description of the social phenomenon (The role of health information technology and medical secretarial services in serving patients in health facilities) ,this kind of study is characterized by analysis, reason, objectivity, and reality, as it is concerned with individuals and societies, as it studies the variables and their effects on the health of the individual, society, and consumer, the spread of diseases and their relationship to demographic variables such as age, gender, nationality, and marital status. Status, occupation [5], And use the Excel 2010 Office suite histogram to arrange the results using: Frequency tables Percentages [6]. A questionnaire is a remarkable and helpful tool for collecting a huge amount of data, however, researchers were not able to personally interview participants on the online survey, answered the questionnaire electronically, the questionnaire consisted of seven questions, and all were closed.

3- Results:

The percentage of approval to participate in the questionnaire was 100% and the percentage of rejection was 0%. The percentage of participants' ages was as follows: 60.5% from 25-34 years old, 28.9% from 35-44 years old, and 10.5% from 45-55 years old. In terms of gender, the percentage of males was 73.7%, and the percentage of females was 26.3%. As for their professions, they were as follows: culpable employee 2.6%, government employee

76.3%, private sector employee 18.3%, housewife 0%, self-employed 2.6%. In terms of education, we find that: 0% cannot read or write, 1.5% in primary school, 0% in middle school, 10% in secondary school, 21.1% in diploma, 60.5% in university, 6.9% in doctorate. As for the responses to the questionnaire questions: They were as follows: The first question: - The role of health information technology is limited to supporting the management of health information through computerized systems, the secure exchange of health information between consumers, service providers, and companions, and quality control? Yes, 89.5% and no, 10.5%.The second question about electronic health records is the most efficient management to improve the quality as a whole, safety and effectiveness of the health service delivery system? Yes 92.1% and no 7.9%. The third question about the use of health information technology includes the following: Improving the quality of health care 2- Increasing health care productivity or efficiency 3- Preventing medical errors 4- Increasing the effectiveness of health care accuracy 5- Reducing health care costs 6- Increasing administrative efficiency 7- Reducing paperwork and working time 8- Extending real-time communication of health information between professionals 9- Expanding access to affordable care? Yes 100% and no 0%. The fourth question: Is the role of the medical secretary limited to performing clerical duties? Yes 44.7% and no 55.3%.The fifth question: Who is the medical secretary responsible for answering the phone, submitting and submitting diseases, slides, and reports, dealing with all incoming and outgoing memos, scheduling staff meetings, and assuming responsibility for distributing correspondence to the laboratory? Yes 78.9% and no 21.1%. Question Six: What are the other administrative duties of the medical secretary: operating photocopying, copying, telephone, and fax machines? Yes 94.6% and no 5.4%. The seventh question: What are the duties of the medical secretary to follow up on maintenance and its supplies? Yes 68.4% and no 31.6%.(Figure:No.1),

Table .no.1:Percentage of women and men participating in the questionnaire

Men	Women
73.7%	26.3%

Figure.No.1: Participants' opinions and attitudes regarding the role and importance of information technology and medical administrative services in serving patients in health facilities.
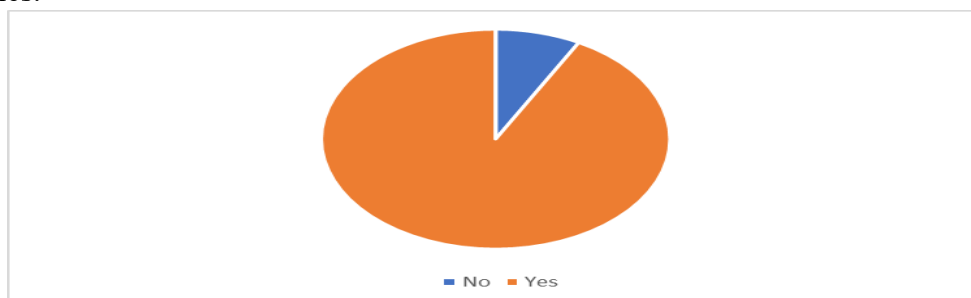
4-Discussion:

Health information technology and medical secretarial are two roles that complement each other. The first updates systems for ease of communication between specialists, and the second plays the role of scheduling doctors' appointments to serve patients, because they are of great importance in the field of providing health care to patients in health facilities.

Acknowledgment:

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